



Department of Technology Services
No-Cost Statewide Site Search Service
using the Google Search Appliance
by Kevin Paddock, searchmaster(at)dts.ca.gov

DTS Site Search Service Description

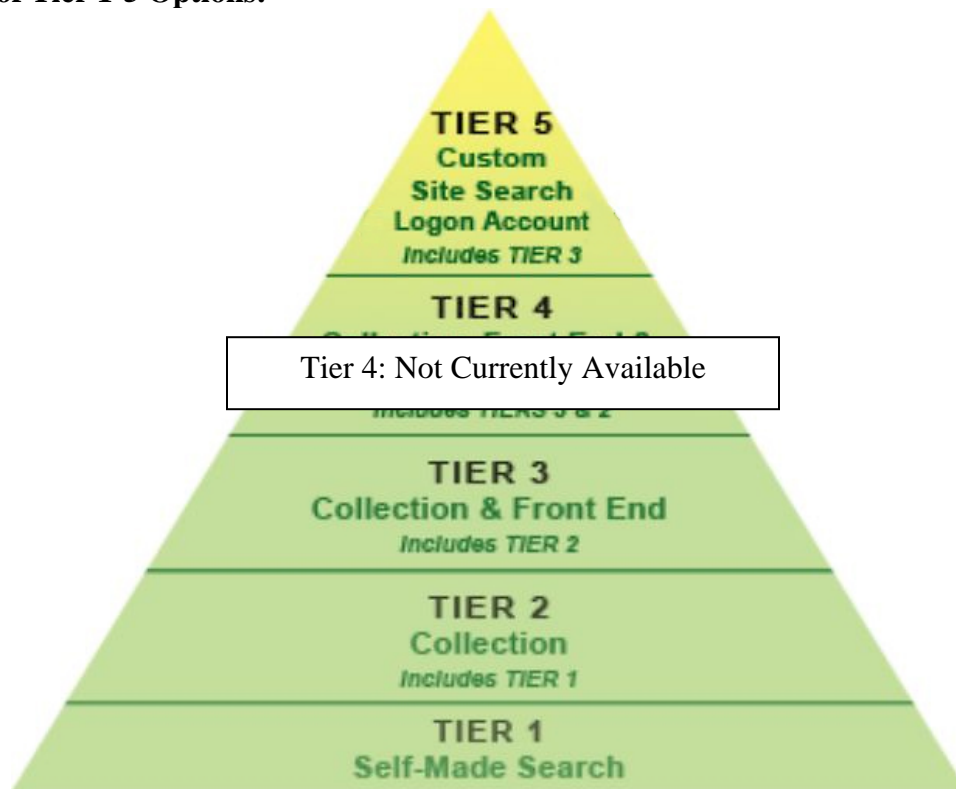
Introduction:

The Department of Technology Services (DTS), in cooperation with the California eServices Office, is offering all State of California departments a no-cost web site search service utilizing the DTS Google Search Appliance (GSA) architecture. The DTS Site Search Service is delivered according to a 5-Tier model. The lower 2 tiers are cost free to all State departments. A very reasonable charge is made for the higher tiers and for any custom services that may be requested.

This document describes the service at each Tier and details the costs associated with the higher levels.

- Tiers 1 & 2 - no cost, but requires customer-provided web programming.
- Tier 3 - a one-time setup charge of \$115.00. (as of April, 2007)
- **Tier 4 - not available at this time**
- Tier 5 - offered at DTS consulting services rates of \$115.00 per hour, 1 hour per month (\$1380.00 per year), plus a one-time setup charge: \$115.

Diagram of Tier 1-5 Options:





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What is Site Search?

Site search is the search functionality accessed via the search input box (sometimes called the search “widget”) used by your web site visitors to find content on your web site. The DTS Site Search Service uses the Google Search Appliance (GSA) to deliver search results in response to visitor queries. The following is a list of “out-of-the-box” DTS Site Search features:

1. Google’s industry-leading search results relevancy.
2. Access to the Google appliance special features
3. Spelling suggestion
4. Text Version (view PDFs and other non-html documents as HTML)
5. A search results page branded to your site look and feel and color scheme.
6. Multiple collections
7. Layout customizations (as long as they maintain the overall template look and feel)
8. 24/7 availability
9. Redundant, fail-over architecture

Tier 1:

“Self-Made Search” - *No DTS assistance provided. Customer provides SERP (search engine results page) programming.*

This Tier is only for dynamically generated web sites (server-side scripting builds the pages as the visitor clicks on links). These web sites require in-house programming staff familiar with .asp, .jsp, .php, etc. technologies). Your department’s web programmers will need to create the search input and results display code. If you do not have a web programmer or web programming staff, Tier 1 and Tier 2 are not for you. Programmer instructions for implementing Tier 1 and Tier 2 DTS Google Search are available at www.webtools.ca.gov under Search Documentation.

This level of service receives no assistance from DTS except if your department web site is not currently indexed in the DTS master collection. How can you tell if your site is include in the master collection? Enter a search at www.ca.gov and include “site:www.ourwebsite.ca.gov” in the search box -- no quotes -- along with a keyword or two (replace *ourwebsite* with your web site name). If you get results, your site is indexed. If not, please notify the searchmaster.

Tier 1 customers are encouraged to open a DTS Service Desk ticket at (916) 464-4311 so we can contact you should we need to make you aware of service interruptions . Inform the DTS representative that you will be using Tier 1 Site Search Service.

Tier 2:

“Collection” - *Minimal DTS setup assistance required; Customer provides SERP.*



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Tier 2 is identical to Tier 1 except DTS creates a GSA collection for the customer. A collection allows searching across more than one customer web site. DTS provides the collection at no cost; however, the customer provides all search request and results programming.

See the section below: [Steps to Implement DTS Site Search Service](#)

Tier 3:

“Collection & Front-End” - *DTS provides the department-branded SERP and the collection.*

DTS sets up the site collection and a GSA-hosted SERP with information obtained from the customer on the Intake Form. The Intake Form is available on the www.webtools.ca.gov site or via email from the **searchmaster(at)dts.ca.gov**. No ongoing maintenance is provided (none is needed).

The customer is responsible for coding their site web pages with the State Template v1.20 search module code. Instructions for modifying the code to activate the customer's site search are included in the Templates v1.20 search module HTML file (search.html).

See below: [Steps to Implement DTS Site Search Service](#)

Tier 4:

“Collection, Front-End and a Logon Account” - *Tier 3 site search setup plus a GSA logon account for delegated administration.*

Tier 4 is not currently offered due to operation recover limitations.

Tier 5:

“Custom Site Search” - *DTS provides a Tier 3 setup, one GSA log on account, assistance with customizing one front_end (SERP), assistance with building collections and feature settings.*

These features of the Google Search Appliance are made available to the customer. DTS will assist the customer in accessing these features.

1. Ongoing collection configuration and modification.
2. Creation of multiple front_ends.
3. Basic XSLT front_end customizations (drop-down selector controls, radio buttons, other parameter-based UI features, etc.) for one front_end. *XSLT customizations beyond these basic changes will be billed at DTS consultant rates.*
4. Implementation of GSA features and maintenance including: Keymatch, Related Queries, Filters, Database Feeds, Source Biasing, crawling of authenticated sites, etc.



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5. Search Reporting.
6. GSA Console Manager account for delegated administration.

Steps to Implement DTS Site Search Service:

1. Determine which Service Tier meets your needs and budget.
2. Call (916) 464-4311. Open a DTS Service (Help) Desk ticket. All Site Search customers for all Tier levels are required to initiate service delivery by opening a DTS Service Desk ticket. Tier 1 customers: your contact information must be on file so that we can contact you in the event system or configuration changes require a service delivery interruption. Provide DTS Service Desk with the following:
 - a. Your contact information including your DTS “customer code” if you have one.
 - b. Assign the ticket to “Internet Services”
 - c. Indicate your request is for Site Search Service at Tier 1, 2, 3 or 5.
3. We will send you the DTS Site Search Intake Form. This document is always available upon request from **searchmaster(at)dts.ca.gov** or www.eservices.ca.gov (Tier 1: not necessary).
4. Send the completed Intake Form to searchmaster(at)dts.ca.gov
5. If applicable, begin the SR (service request) process. This step is required for Tier 3 (setup fee) and Tier 5 (setup and monthly fee).
6. Implement the search box HTML code in the State Templates v1.20 -- available at www.webtools.ca.gov. Instructions for activating search using the DTS-supplied parameters are embedded in HTML comments in the search module file: search.html and are also posted on the webtools site under “Upgrading to Templates v1.20”.
7. **IMPORTANT:** These are the final steps to production implementation:
 - a. WE: set up your search based on the info in the Intake Form.
 - b. WE: notify you when your search is ready for TESTING.
 - c. YOU: test on our DEV GSA. The DEV URL will be sent via email. This URL is for TESTING only. You will receive the Production URL later.
 - d. YOU: Notify us of your approval when you complete your testing.
 - e. YOU: complete your Tier 3 or 5 Service Request for the one-time setup fee and / or monthly fee if applicable.
 - f. WE: send you the Production URL to your search page and close the Help Ticket.
 - g. WE: send you the sample search code if you need it. (Remember, the code is bundled with the State Templates v1.20. See www.webtools.ca.gov for the templates.)



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Commonly Asked Questions:

1. Who can I contact for questions or more information? **For inquiries, comments and suggestions: [searchmaster\(at\)dts.ca.gov](mailto:searchmaster(at)dts.ca.gov)**
2. If I select Tier 2 service, may I also obtain a GSA administrator account? -- **No, not at this time. We hope to be able to offer GSA delegated admin accounts at this Tier (and Tier 4) in the future, but for now, administrator accounts are only available at Tier 5.**